

Part Two: W-2 and Related Programs Plan

Section Two: Program Plan

Subsection D: Milwaukee W-2 SSI Advocacy Agency Response Items

2.D.1 Provide Assistance for W-2 Participants in Obtaining SSI or Social Security Disability Income (SSDI)

Summary:

The SSI Advocacy Agency is the sole agency responsible for the management of Milwaukee W-2 participants who are determined to have a reasonable chance of obtaining SSI/SSDI.

For additional information, Proposers should refer to Part One, Section Two of the RFP. Your responses should address the services identified specifically in Part One, Section Two of the RFP.

Response Items:

- a) Describe your agency's plan for successful services for Milwaukee W-2 participants who are determined to have a reasonable chance of obtaining SSI/SSDI, including your agency's plan for participants who are denied SSI/SSDI.
- b) Describe the assessments and any other tools your agency will use to determine the need for the services.
- c) Describe how your agency will use the information gathered by the assessments and other tools in providing services to participants.
- d) Describe your agency's staffing plan, including management and executive levels.
- e) Describe your agency's plan for training and any other methods to ensure necessary expertise by staff, management and executives, including expertise in working with people with disabilities.
- f) Describe your agency's plan for sharing assessment and other information with other agencies, including how your agency will comply with any confidentiality requirements.
- g) Describe the strategies your agency will use to select and assign activities for each referred W-2 participant. Include in your response activities supporting the SSI/SSDI application process as well as activities related to education and training needs, such as time management, budgeting, problem solving family support, parenting education and living with a disability.
- h) Describe your agency's plan for problem resolution, including your agency's plan for next steps if information from medical providers is delayed or incomplete.

2.D.2 Integration of Services

Summary:

The W-2 SSI Advocacy Agency must establish and maintain effective relationships with other workforce support service providers serving families in common. Integration of services across programs and providers will ensure customized case management services to families in common, reduce duplication of effort across agency roles, and result in better and more rapid employment attachment.

Include in your response your agency's plan and timeline for collaborating with all identified service providers throughout the contract period.

For additional information, Proposers should refer to Chapter 18 in the W-2 Manual and Sections 2.10, 2.11 and 2.12 of About The RFP.

Response Items:

2.D.2.1 Service Integration with Other Workforce Support Service Providers

- a) Describe how your agency will coordinate with the programs administered by the Milwaukee County Department of Health and Human Services, including FoodShare, Medicaid, child support, and child care administration.
- b) Describe the resources in the community your agency coordinates with to provide workforce support services to assist W-2 participants in addressing family and work-related needs, i.e., Housing Authority, domestic violence programs, Community Steering Committee, schools, and other service providers identified in the Children's Services Network.
- c) Describe how your agency will identify and coordinate the services and activities being provided to a W-2 participant by each workforce support service provider identified in Response Items a. and b. within this subsection.

2.D.2.2 Service Integration with Bureau of Milwaukee Child Welfare

- a) Describe the process your agency will use to integrate W-2 services with in-home child welfare safety services for families receiving services from both BMCW and the CMA.
- b) Describe the process your agency will use to integrate W-2 services with out-of-home child welfare safety services for families receiving services from both BMCW and the CMA.
- c) Describe the plan your agency has to ensure that your agency is included in BMCW coordinated service team meetings (monthly for safety services, quarterly for out-of-home placements) to discuss service strategies and joint case management planning.
- d) Describe the process you will develop to share relevant assessments

and coordinate referrals to services needed, such as AODA, Mental Health and other service providers selected by the Department of Workforce Development and contained within the Preferred Provider Registry. This includes ensuring that services provided by both systems are not duplicated.

2.D.3 Dispute Resolution Process

Summary:

The SSI Advocacy Agency must establish the appropriate dispute resolution process for participants to request a review of the SSI Advocacy Agency's actions.

For additional information, Proposers should refer to Chapter 19 of the W-2 Manual.

Response Items:

- a) Describe your agency's plan for resolving disputes and conducting Fact Findings including but not limited to your internal procedures for accepting a Fact Finding request so that it ensures:
 - an easy, workable method for applicants and participants to request a Fact Finding; and
 - that applicants and participants understand the deadline for submitting Fact Finding requests.
- b) Describe how your agency will advise W-2 participants of their right to appeal denial or termination decisions.
- c) Describe how your agency will ensure the Fact Finder's independence and knowledge of W-2 and Related Programs.

2.D.4 Quality Assurance/Improvement Monitoring

Summary:

All W-2 Contract Agencies must implement an internal monitoring system to assure oversight of the agency's performance of W-2 and Related Programs, including systematic identification and implementation of improvements needed, regular reviews of performance standards outcomes and contract compliance, and timely notification to the DWD Contract Manager of performance problems.

Response Items:

- a) Describe your agency's plan for monitoring the following areas:
 - 1) W-2 and Related Programs Contract compliance, including DWD W-2 Program Policies and Procedures;
 - 2) W-2 and Related Programs Plan;
 - 3) Performance Standards;
 - 4) W-2 Program Focus (as stated in Part One, Section 1.2 About the RFP); and

- 5) Participant case files (to ensure adequate documentation).
- b) For each of the above five (5) key areas, respond to the following as they relate to your plan:
- Frequency of reviews;
 - Staff position titles that lead and/or participate in reviews and their roles;
 - Tools utilized;
 - Measures utilized to gauge success, including those beyond the Department's requirements;
 - Process used in the event that improvements or required action are identified by the agency, providing timely notification to the DWD Contract Manager; and
 - Process used in the event that a need for corrective action is identified by the Department.
- c) Describe your agency's plan to use information from the quality assurance/improvement monitoring process described above, DWD monitoring, and other sources such as customer feedback, complaints, Fact Finding process, etc. to assess agency performance and make improvements.
- d) Describe your agency's plan to ensure that changes made to improve program delivery are effective. In addition, explain how your agency will provide this information to the Department.

2.D.5 W-2 Program Guarantees

Summary:

The W-2 and Related Programs Contract must be administered in accordance with all applicable laws, codes, policies and procedures. All Proposers must complete Form 11, *W-2 Program Guarantees*, found in this RFP. By completing the form, you are agreeing that you will comply with all applicable laws, codes, policies and procedures of which you receive notice, including, but not limited to, those found in the following documents:

Wisconsin Statutes	Administrator's Memos
Wisconsin Administrative Code	Income Maintenance Manual (IMM)
W-2 Manual	Child Care Manual
CARES Guide	Other written departmental guidance
Operations Memos	

In addition, W-2 Contract Agencies must have written procedures available for review by the Department upon request.

Response Items:

Proposers must complete and sign Form 11, *W-2 Program Guarantees* found in this RFP.

2.D.6 Projected Outcomes

Summary:

Effective SSI/SSDI Advocacy will enable the W-2 Contract Agency to maximize available resources and move individuals onto SSI/SSDI more quickly. The W-2 Contract Agency must closely monitor their W-2 and Related Programs plan to ensure the plan results in positive outcomes for W-2 applicants and participants.

Response Items:

W-2 Contract Agencies selected for the next contract period will be required to complete a Projected Outcomes plan for the first 24-month period of the contract and submit the plan to their Contract Manager within 90 days of the Letter of Intent to Award the Contract. A form similar to the sample below will be provided.

	2006											
	Jan	Feb	Mar	April	May	June	Jul	Aug	Sep	Oct	Nov	Dec
Participants referred from the CMA												
Applications submitted for SSI/SSDI approval*												
Applications initially approved												
Applications initially denied												
Applications approved after initially being denied												
Applications denied again after an initial denial												

*Include in your numbers those applications for whom the SSI/SSDI application process had been started prior to being referred to the SSI Advocacy Agency.

	2007											
	Jan	Feb	Mar	April	May	June	Jul	Aug	Sep	Oct	Nov	Dec
Participants referred from the CMA												
Applications submitted for SSI/SSDI approval												
Applications initially approved												
Applications initially denied												
Applications approved after initially being denied												
Applications denied again after an initial denial												